



# HANDBOOK: INCLUSIVE DESIGN THINKING

## A practical guide for youth workers and teachers

### FUNDAMENTALS AND DESIGN

#### ★ The Golden Rules of Interaction

- \* Focus on ability: Don't ask "What can't you do?" but "**How would you prefer to participate?**"
- \* Equality: Inclusion is not charity, but providing equal access to an experience.
- \* Mistake is a resource: If something doesn't work, ask the participant – they are the expert on their own needs.

#### ☒ ABC Quick Check Model

Category	Self-check question	My idea for action
Access	Is there an alternative route or way to access the information?	
Behavior	Have I established clear rules for communication (e.g. speaking one-on-one)?	
Content	Are the materials available in audio, visual and tactile formats?	

#### ☒ Good practices for the classroom/center

- \* Visual schedules: Use icons and colors to structure the day.
- \* Buddy System: Connect youth with different abilities in teams for mutual support.
- \* Quiet zones: Always provide a place to rest from sensory overload.

## COMMUNICATION AND ENGAGEMENT

### Communication etiquette

- \* **The “Golden Second” rule:** Wait 5-10 seconds after a question. This gives time to process the information.
- \* **Visual anchor:** Everything important is written down. Words fly, what is written stays.
- \* **Direct contact:** Talk to the person, not their assistant. Look the person in the face.
- \* **Clear language:** Avoid complex metaphors and sarcasm that can be misunderstood.

### MY ACTION CONTRACT

"Inclusion starts with one small but concrete action."

I, ..... , commit within 30 days to:

- Conduct an accessibility audit of our next activity/event.
- Implement at least one of the communication rules in my work.
- Share what I have learned with at least one colleague from my organization.

My "Buddy" for support and review is: .....

Date: ..... Signature: .....

### Notes and ideas from today's training:

(Use this space to write down ideas that came up during the session)

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